

AGENDA
HOUSING POLICY DEVELOPMENT AND
REVIEW PANEL

Date: Thursday, 20 July 2017

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor F Birkett (Chairman)

Councillor B Bayford (Vice-Chairman)

Councillors Mrs M Brady
Mrs C Heneghan
Mrs C L A Hockley
Ms S Pankhurst
D L Steadman

Deputies: S D Martin
Mrs K K Trott



1. Apologies for Absence

2. Minutes (Pages 3 - 6)

To confirm as a correct record the minutes of the Housing Policy Development and Review Panel meeting held on 25 May 2017.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

5. Deputations

To receive any deputations of which notice has been lodged.

6. Council Housing Repairs and Maintenance Report (Pages 7 - 12)

To consider a report by the Director of Operations on Council Housing Repairs and Maintenance.

7. Review of the Work Programme (Pages 13 - 16)

To consider a report by the Director of Operations, which invites the Panel to review the work programme for 2017/18.



P GRIMWOOD
Chief Executive Officer

Civic Offices
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05 July 2017

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FAREHAM

BOROUGH COUNCIL

Minutes of the Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 25 May 2017

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor F Birkett (Chairman)

Councillor B Bayford (Vice-Chairman)

Councillors: Mrs M Brady, Mrs C Heneghan, Ms S Pankhurst and S D Martin
(deputising for Mrs C L A Hockley)

Also Present: Councillor Mrs K Mandry, Executive Member for Housing (for item 8)



1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Mrs C L A Hockley and D L Steadman.

2. MINUTES

It was AGREED that the minutes of the Public Protection Policy Development and Review Panel held on 09 March 2017 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that the remit of the Panel has now changed and will no longer cover Health issues.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. INTRODUCTION TO THE PANEL, ACHIEVEMENTS, PRIORITIES AND CHALLENGES

The Panel received a presentation from the Director of Operations on the Achievements, Priorities and Challenges for the Panel.

The presentation gave an overview of the Housing Portfolio Services which include:-

- The Role of the Panel in reviewing performance of housing services, developing and reviewing policies and submitting recommendations to the Executive.
- An introduction to the Management Team and their areas of responsibility.
- Responsibilities of the Tenancy Services Team in the management of council-owned properties in the Borough.
- Responsibilities of the Responsive Repairs Team and the Finance and Resources Property Team in maintaining and improving housing stock.
- Responsibilities of the Housing Options Team in dealing with Housing Allocations, Housing waiting lists, providing assistance and support for people who are homeless or threatened with homelessness, providing Housing advice, managing the Farelets scheme and providing temporary accommodation.
- The delivery of new affordable housing which is a corporate priority.

Members were also advised of the key challenges ahead, which are:-

- Pressures on the Housing Revenue account
- The Housing and Planning Act
- The Homelessness Reduction Act
- Welfare Reforms
- Housing Strategy and the vision for Housing.

The Director of Operations was thanked for providing a very informative presentation.

7. ANNUAL REVIEW OF DISCRETIONARY HOUSING PAYMENTS

The Panel received a report by the Head of Housing, Revenues and Benefits on an annual review of the Council's Discretionary Housing Payments (DHP) Scheme.

Members commented on how the level of DHP funding allocated to rent/deposit advances in 2016/17 and the level of overall funding received for 2017/18 highlight the difficulties that are encountered by residents in trying to move into the private rental market.

It was AGREED that the Panel notes the information contained in the report.

8. REVIEW OF THE WORK PROGRAMME 2017/18

The Panel considered a report by the Director of Operations on a review of the current Work Programme 2017/18.

With the permission of the Chairman, Councillor Mrs K Mandry, Executive Member for Housing, addressed the Panel on this item.

As a result of discussion that arose in connection with the possibility of empty properties across the Borough being brought back into use, it was AGREED that a report on Empty Properties in the Borough be brought to a future meeting of the Panel.

(The meeting started at 6.00 pm
and ended at 6.45 pm).

FAREHAM
BOROUGH COUNCIL

**Report to
Housing Policy Development and Review
Panel**

Date 20 July 2017

Report of: Director of Operations

Subject: COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT

SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects of the service delivered to residents for the first quarter of 2017/18.

RECOMMENDATION

It is recommended that members note the information contained in the report.

INTRODUCTION

1. This report sets out performance information for the responsive repairs service and an update on the delivery of the planned maintenance.
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are also provided.

RESPONSIVE REPAIRS SERVICE

3. The Housing Repairs service has applied the 'system thinking' approach across all of the Council housing stock. From 1st April 2015 this system operated in 100% of the Borough. The service is primarily delivered with directly employed operatives; supporting contractors work for the Council where necessary to allow for the mobilisation of the Direct Service Organisation (DSO) and the new system of work.
4. A van stock system and materials delivery service enables efficient delivery of the repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the effectiveness and efficiency of the service and supporting 'what matters' to customers in doing the repair with the least visits as possible.
5. The new approach to the work has enabled the delivery of five key steps that are of value to the customer when they need a repair to their home. These are:
 - i. Collect "Clean information" – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
 - ii. Allocate the work – at the right time, allocate the job to an operative with the right skills
 - iii. Access – attend at the right time, be polite, courteous and presentable
 - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
 - v. Repair – use the right skills and have access to the right materials to fix the problem
6. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
 - (a) Did we turn up when we said we would (at the time convenient to the customer)?
 - (b) Did we get the operative with the right skills to visit the customer first time?
 - (c) Did we do the right repair?
 - (d) How long did we take?

7. A measure to understand how long a job takes to be completed is taken from when a trade operative arrives on the agreed date to when it is finally completed. The average 'end to end' time for a job to be completed from the convenient appointment date stays at approximately 6 days - based on data collected since 1 Jan 2017, no change from previous reporting.
8. 89% of in-house workforce appointments were attended at the time convenient for the customer. This is based on data collected since 1 Jan 2017, which has slightly reduced since previous reporting.
9. A new in-house software system has been developed which is helping the repairs officers deliver the service more efficiently. It also provides improved data collection and accurate performance measures to manage the service. The software links to our asbestos register and provides the necessary information to the operative to enable work to be undertaken in accordance with the regulations.
10. The responsive repairs service is currently attending an average of 50 appointments per day. A small proportion of these are undertaken by supporting and specialist contractors.

PLANNED MAINTENANCE SERVICE

11. The current planned maintenance projects are being progressed, generally by tender opportunities or utilising existing long term agreements. Detailed below are both the current and proposed projects:-
 - a) Kitchen and bathroom modernisation are now being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
 - b) Replacement gas boilers and central heating systems are being provided through an existing arrangement with TSG Building Services.
 - c) A programme for electrical inspections to dwellings and common areas is being undertaken by electrical contractors.
 - d) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being delivered by external contractors.
 - e) Works to replace the existing fire alarm system at Frosthole Close are currently out to tender.
 - f) Works are on-going to provide a small number of additional off road parking spaces at various locations.

ASSURANCE STATEMENTS

12. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:-

(a) Asbestos Management

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials are located. In addition, a typical 30% of the housing stock has been surveyed; records are held in a database and relevant residents informed.

All asbestos containing materials (ACMs) which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

(b) Legionella Management

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

New risk assessments are currently being renewed and will be subject to a formal review 2 years after. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff, such as sheltered housing officers, are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections. Clearwater carry out water sampling from applicable calorifiers once a year and there have been no issues identified in recent years.

(c) Fire Precautions and Risk Assessments

Fire risk assessments are held for communal areas of all Council housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

Following the recent tragic fire at Grenfell Towers in London, the Council is undertaking a full and immediate review of all of the fire risk assessments for the Council housing sites. A dedicated newsletter will be provided to Council tenants and leaseholders to advice on general fire safety in the home.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations, where installed.

(d) Electrical Safety

Electrical inspections to Council homes and common areas will continue working to a 5 year cyclical programme. As part of this programme the electrical engineer will assess the condition of the installation and provide

a date on when it should be re-tested, which may extend to 10 years if deemed reasonable.

These inspections are undertaken using external electrical contractors. Any work that is recommended within the inspection reports are carried out by the inspecting engineer, within a proportionate timescale.

(e) Gas Servicing

In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances are inspected and have an annual Landlord Gas Safety Record (LGSR). The current aim is to service all gas heating appliances every 10 months, allowing for any access difficulties. TSG Building Services Ltd is currently appointed as our gas heating servicing and repairs contractor.

The current compliance figure is 99.84% with the current position as shown below:

Properties with a current LGSR	1837
Properties capped at the gas meter	4
Properties without a LGSR - expired within 0 to3 months	3
Properties without a LGSR - expired within 3 to6 months	0
Properties without a LGSR - expired within 6 to12 months	0
Properties without a LGSR - expired over 12 months	0

The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

CONCLUSION

13. This report has provided members with an update on performance monitoring and project delivery information relating to Building Services which Panel Members are asked to note.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Shaun Barnett. (Ext 4825)

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date 20 July 2017

Report of: Director of Operations

Subject: REVIEW OF WORK PROGRAMME 2017/18

SUMMARY

At its meeting on 25 May 2017, the Housing Policy Development and Review Panel reviewed the Work Programme for 2017/18.

RECOMMENDATION

That the Panel further review the Work Programme for the year 2017/18.

INTRODUCTION

1. At the last meeting of the Panel on 25 May 2017, Members reviewed the Work Programme for 2017/18. A copy of the 2017/18 Work Programme is attached as Appendix A.

REVISIONS TO CURRENT WORK PROGRAMME 2017/18

2. Members are asked to note the addition of an agenda item entitled 'Empty Properties across the Borough' to the 2017/18 Work Programme as an unallocated item.

RISK ASSESSMENT

3. There are no significant risk considerations in relation to this report.

CONCLUSION

4. The Panel is invited to review the Work Programme for 2017/18 and, as appropriate, add to the programme any proposed additional items agreed generally by the Panel or put forward by individual Members and accepted by the Panel.

Appendices:

Appendix A – Housing Policy Development and Review Panel Work Programme for 2017/18.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Paul Doran. (Ext 4572)

**HOUSING POLICY DEVELOPMENT AND REVIEW PANEL
WORK PROGRAMME FOR 2017/18**

<u>MEETING DATES FOR 2017/18</u>	
25 May 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Introduction to the Panel, achievements, priorities & challenges • Annual review of Discretionary Housing Payments
20 July 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Council Housing Repairs and Maintenance Report
21 September 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Tenancy Management Report
16 November 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18
18 January 2018	<ul style="list-style-type: none"> • Preliminary Review of Work Programme 2017/18 and Draft 2018/19 • Review of Farelets • Council Housing Repairs and Maintenance Report
08 March 2018	<ul style="list-style-type: none"> • Final Review of Work Programme 2017/18 and 2018/19 • Tenancy Management Report

Unallocated items

New Allocations Policy (draft)
 New Allocations Policy -Consultation results
 New Homelessness & Housing Options Strategy (draft)
 Update on Homelessness
 Empty Properties Report

